



MEETING of the BOARD OF DIRECTORS AGENDA

August 26, 2026
Hagerstown Field House

Call to Order	S. Hall
Roll Call	J. Thomas
Approval of Minutes	S. Hall
Financial Report	L. Curry
Executive Committee	D. Spedden
New Member	D. Spedden
President's Report	D. Spedden
a. Bank Transition (MVB)	
b. IT Company Transition (Digital DSI)	
c. Visitor Welcome Center	
d. Certified Destination Ambassador	
e. Leadership Washington County	
f. FAMLI Compliance	
g. MD Outdoor Writers Association	
h. MACO	
i. MASN	
j. Meritus Park CVB Member Picnic, Travel and Tourism Night, Meritus Park Model	
Adjournment	S. Hall

UPCOMING DATES:

September 16 – Executive Committee

October 21 – Board of Directors

November 4 – Membership Social at Stratosphere Social

The Mission of the Bureau shall be to promote Hagerstown and Washington County by increasing tourism and visitor spending through the marketing and promotion of attractions, events, accommodations, and visitor services which will contribute to economic development.

**HAGERSTOWN/WASHINGTON COUNTY CONVENTION &
VISITORS BUREAU BOARD OF DIRECTORS**

April 15, 2026

9:00 AM

Hagerstown Ice & Sports Complex

MINUTES

PRESENT: Katie Clutz, Chair; Al Martin, Treasurer; Emilie Amt, Brittany Arizmendi, Sarah Hall, Jonathan Horowitz, Rich Owens, Brittany Wedd

ABSENT: Sila Bartel, Sarah Black, David Blenckstone, Jessica Clark, Les Curry, John Gonano, Jeremy Hulse, Racha Iskandarani, Julie Rohm, Andrew Sargent, Lettie Wilkes

SPECIAL GUESTS: Brianne Dickinson and Kelly Smith

STAFF: Dan Spedden, President; Tiffany Ahalt, Betsy DeVore, Terri Mulligan, Jolene Thomas

ROLL CALL

TOPIC: **2025 Audit Report**

DISCUSSION: Brianne Dickinson and Kelly Smith of SEK presented the Audited Financial Report for the period ending December 31, 2025, to the Board. A clean opinion was given, and no management letter was issued, and internal controls are in order. (Copy of file with the minute.)

TOPIC: **Minutes of February 18, 2026**

MOTION: To approve the minutes of February 18, 2026, Board of Directors meeting, as presented (Copy on file). 1st Brittany Wedd, 2nd Emily Amt

ACTION Approved

TOPIC: **Financial Report**

DISCUSSION: Al Martin reviewed the Financial Statement for the period ending March 31, 2026, with the Board of Directors.

MOTION: To accept the Financial Statement for the period ending March 31, 2026, as presented (Copy on file with the minutes). 1st Jonathan Horowitz, 2nd Rich Owens

ACTION: Accepted

TOPIC: **Executive Committee**

DISCUSSION: Dan Spedden advised the Board that following the May 14, 2026, Annual Membership Meeting, Andrew Sargent would be moving off the Executive Committee as the Immediate Past Chair and serving on the Board only; and Katie Clutz would be moving from Chair to Immediate-Past Chair. With the opening of Board Chair, Sarah Hall accepted the invitation to serve in that position.

MOTION: To appoint Sarah Hall to serve as Chair of the Board of Directors, effective May 14, 2026, following the Annual Membership Meeting. 1st Brittany Wedd, 2nd Al Martin

ACTION: Approved

TOPIC: New Member

MOTION: To accept the new CVB member, as presented (list on file with the minutes). 1st Al Martin, 2nd Brittany Wedd

ACTION: Approved

TOPIC: President's Report

DISCUSSION: The following is a summary of Dan Spedden's report to the Board of Directors:

- a. Legislation to "Lift the Cap" on funding for Maryland's 13 heritage areas was passed. Also, Maryland legislation advanced funding which included a \$250K grant through DHCD Hagerstown Strategic Properties Program to renovate a new Visitor Welcome Center.
- b. State Senator Paul Corderman was able to get a surprise \$50K from the state's budget to help fund the JFK 50 Mile ultramarathon so it could stay in Washington County.
- c. Mr. Spedden is serving on a committee formed by the Greater Hagerstown Committee focused on enhancing the Dual Highway as a gateway into Hagerstown. During a recent presentation, he highlighted how future success along the Dual Highway is closely connected to the area's growing sports tourism opportunities, citing venues such as Fairgrounds Park Softball Complex, the BMX track, the skatepark, and the Hagerstown Ice & Sports Complex.
- d. Meritus Park will be hosting the WVU vs. Penn game. It is a sold-out event.
- e. The 2026 Visitor Guide will be delivered the following week and deliveries are scheduled.
- f. With the assistance of Visit Hagerstown & Washington County CVB, the Hagerstown Field House will be hosting the *Mayhem in the Mountains* volleyball tournament in February 2027.
- g. Hagerstown Ice & Sport Complex facility wants to expand its capacity by adding a second sheet of ice. Mr. Spedden is trying to assist with this project with some push back from the city.

ADJOURNMENT

Katie Clutz, Chair

Al Martin, Treasurer

Jolene Thomas, Meeting Recorder

**VISIT HAGERSTOWN-WASHINGTON COUNTY
CONVENTION & VISITORS BUREAU
ANNUAL MEMBERSHIP MEETING**

MINUTES

Morgan Hall

May 14, 2026

MEMBERS

Katie Clutz, Chair; Al Martin, Treasurer; Andrew Sargent, Immediate Past Chair; Brittany Arizmendi, Dave Barnhart, Sila Bartel, Greg Bartles, MaryJo Bartles, Tabitha Baxley, Eileen Berger, Rick Bibbee, Quentin Blackwell, David Blenckstone, Chuck Boteler, Leah Brandon, Chris Brewer, Natalie Brockway, Lisa Butler, Jeff Byron, Ryan Chapin, Laurie Chrzanowski, Denise GB Coffman, Jill Colbert, Marlene Cox, Tim Doyle, Kim Eichelberger, Shelle Fentress, George Franks, Paul Frey, Fran Gabianelli, Andrew Gehman, Amy Gibson, Diane Girgenti, John Gonano, Demitrius Guest, Ariel Gutekunst, Sarah Hall, Hannah Haught, Karen Himmenway, Lindsay Hood, Susan Hoover, Tyler Hornbecker, Jonathan Horowitz, Evan Hunt, Racha Iskandarani, Cindy Kauffman, Kelsey Keadle, Richard Keesecker, Bailey Kercheval, Vickie Layton, Betsey Lillard, Ed Lough, Paige Ludwig, Terry Lum, Fred Manning, Barry Martin, Karen Martin, Steve Martin, Beth Mason, Eleanor McCarthy, Pam McCarthy, Gaye McGovern, Lynn McLeaf, Kellie Mele, George Messner, Sarah Michael, Stephanie Milton, Maribel Montano, Kelly Moore, Meredith Moore, Jackie Morral, Jessica Nedimyer, Patrick Neff, Laura Oates, Ruben Ortega, Kay Osmer, Becky Owens, Rich Owens, Kelsi Palmer, Hillary Pennington, Matt Penrod, Katie Perkowski, Rebecca Powers, Cindy Reeder, Tom Riford, Despina Rogers, Dariana Sadler, Chuck Schwalbe, Becky Servey, Elizabeth Shatto, Donna Spickler, Kevin Spillman, Dawn Thomas, Mark Thomas, Rachael Thompson, Natoma Vargason, Mary Ellen Waltemire, Brittany Wedd, Lettie Wilkes, Sherri Wilkins, Dan Wingerd, Leia Wood, Susanne Woodring, Loretta Wright, Sam Wright

CVB STAFF

Dan Spedden, President; Tiffany Ahalt, Elizabeth DeVore, Terri Mulligan, Jolene Thomas

SPECIAL GUESTS:

County Commissioner, Jeff Cline; Mayor of Hagerstown, William McIntire; Assistant Mayor of Boonsboro, Anthony Nally

WELCOME/INTRODUCTIONS

Katie Clutz, Chair of Visit Hagerstown and Washington County CVB, welcomed member attendees, expressed appreciation to The Brick Tavern and Morgan Hall staff for lunch and meeting space, and introduced the 2026 Board of Directors, Advisory Board, and special dignitary.

BYLAWS

Katie Clutz informed the membership that the Bylaws had been updated and mailed to each member organization for review. She requested a vote to adopt the recommended changes.

VOTED, to approve the recommended changes to the Bylaws as presented by the Board of Directors to the Visit Hagerstown & Washington County CVB membership. (Copy on file)

FINANCIAL REVIEW

Alfred Martin presented a brief report on the financial status of the Visit Hagerstown-Washington County Convention & Visitors Bureau, noting the following:

- i. The CVB is in a strong financial position, with a current ratio of 6:1 as of December 31, 2025. Current assets totaled \$1,053,099, while current liabilities totaled \$173,574.
- ii. Net assets exceeded \$900,000.
- iii. The CVB held two separate six-month certificates of deposit (CDs) at local banks totaling more than \$549,000.
- iv. Ninety-one percent (91%) of total expenses were allocated to program services in 2025, compared with ninety-two percent (92%) in 2024.
- v. The CVB received a “clean opinion” on its December 31, 2025, audit of the financial statements.

CERTIFIED DESTINATION AMBASSADOR PROGRAM

Tiffany Ahalt shared information with the membership about the new Certified Destination Ambassador program, which was scheduled to launch in the coming months. She explained that the online course was designed to inspire employees and volunteers, improve performance, and increase awareness of Washington County as a destination.

YEAR IN REVIEW AND PLANS FOR 2027

Dan Spedden, President and CEO of Visit Hagerstown, presented an overview of the CVB’s current 2026 status and plans for 2027.

10th and 20TH ANNIVERSARY MEMBERS

The following Visit Hagerstown partners were recognized and presented with an award for their commitment and loyalty to the CVB for the last 10 and 20 years:

10th Anniversary Members

Battle of Falling Waters 1863 Foundation
Boonsboro Historical Society
Concordia Lutheran Church
Friends of Tolson’s Chapel
Heart of the Civil War Heritage Area
Kelly Moore Sheds & Marketplace
Laber’s Office Furniture
Robinwood Dental
Town of Boonsboro Economic Development Commission
Wish Kitchens and Baths

20th Anniversary Members

Aladdin Awards & Gifts
Country Inn & Suites by Radisson
Deafnet Association, Inc.
Discovery Station
Hagerstown Aviation Museum
Hagerstown Magazine
Homewood Suites
Londontowne Apartments
Mercersburg Printing
Pry House Field Hospital Museum
Super 8 – Halfway

RECOGNITION

Dan Spedden gave special recognition to **Sila Bartell** for eight (8) years of service on the Board of Directors and **Alfred Martin** for his service on the Board of Directors and Executive Committee for past 13 years.

Mr. Spedden also recognized **Katie Clutz** for service as Board Chair and noted that she would continue to serve on the Executive Committee as Immediate Past Chair.

GAVEL EXCHANGE

Katie Clutz expressed her appreciation for the opportunity to serve as Board Chair and presented the gavel to Sarah Hall, welcoming her as the new Board Chair.

ADJOURNMENT

Katie Clutz, Board Chair
Daniel Spedden, President
Al Martin, Treasurer
Jolene Thomas, Recording Secretary

**HAGERSTOWN/WASHINGTON COUNTY CONVENTION &
VISITORS BUREAU BOARD OF DIRECTORS**

August 4, 2026

E-Vote

MINUTES

BOARD MEMBERS: Sarah Hall, Chair; Rich Owens, Treasurer; Katie Clutz, Past Chair; Emilie Amt, Brittany Arizmendi, David Blenckstone, Jessica Clark, Jonathan, Horowitz, Jeremy Hulse, Andrew Sargent, Brittany Wedd

TOPIC: On August 4, 2026, at 11:49am, the below message asking for an electronic vote was sent to members of the Board of Directors at the request of Dan Spedden, President of the Hagerstown/Washington County Convention & Visitors Bureau:

"Dear Board of Directors:

The Executive Committee is recommending the appointment of two individuals to fill current vacancies on the Visit Hagerstown & Washington County Board of Directors.

1. Kim Bowen, Executive Director of the Maryland Symphony Orchestra, is being recommended to fill the Chamber of Commerce-designated seat. She is the Chamber's recommended candidate for this position.
2. Scott Coleman, co-founder of Cushwa Brewing Company, is being recommended to fill an at-large position on the Board.

Attached are brief biographies for both candidates for your review.

Please reply to this email with your vote to **approve** or **not approve** these appointments no later than **Wednesday, August 12**.

Thank you for taking the time to review these recommendations and for your prompt response."

CONCLUSION: Of the current 13 Board members, 11 voted in favor of the Executive Committee's recommendation to appoint Kim Bowen and Scott Coleman to serve on the Board of Directors. Two Board members did not submit an e-vote.

ACTION: Approved

Sarah Hall, Chair
Rich Owens, Treasurer
Jolene Thomas, Recording Secretary

Visit Hagerstown and Washington County Convention & Visitors Bureau

Statement of Financial Position - Cash - MONTH

July 2026

	TOTAL	
	As of Jul 31, 2026	As of Jul 31, 2025 (PY)
Assets		
Current Assets		
Bank Accounts		
104 Truist Operating 0717	57,985.66	34,096.19
105 Truist Payroll Reserve 3581 (deleted)	0.00	879.49
106 Truist PR 0725	4,426.23	18,568.14
107 Cash BB&T - Operating Reserve 2225	139,291.53	157,403.75
111 CD - F&M Trust	281,529.72	275,908.37
112 CD - CNB Bank	278,832.28	268,890.80
Total for Bank Accounts	\$762,065.42	\$755,746.74
Other Current Assets		
122 Lodging Tax Receivable	172,665.80	172,113.26
QuickBooks Tax Holding Account	235.56	
Total for Other Current Assets	\$172,901.36	\$172,113.26
Total for Current Assets	\$934,966.78	\$927,860.00
Fixed Assets		
153 Office Equipment	54,173.22	54,173.22
163 Accum Depr- Office Equipment	-54,173.22	-49,547.83
Total for Fixed Assets	\$0.00	\$4,625.39
Other Assets		
165 Right of Use Asset	87,333.00	89,279.00
Total for Other Assets	\$87,333.00	\$89,279.00
Total for Assets	\$1,022,299.78	\$1,021,764.39
Liabilities and Equity		
Liabilities		
Current Liabilities		
Credit Cards		
Marriott Bonvoy Amex 4-11006	0.00	3,428.96
Truist CC 2214	0.00	1,683.22
Total for Credit Cards	\$0.00	\$5,112.18
Other Current Liabilities		
200 Short-Term Lease Liability	34,448.00	30,360.00
222 Accrued Salaries & Benefits	14,987.86	23,415.86
227 Accrued Vacation	54,228.57	11,791.84
24000 Payroll Liabilities		
215 Federal Unemployment Payable	0.00	243.07
216 MD Unemployment Tax	0.12	0.00
Federal Unemployment (940)	235.44	
Total for 24000 Payroll Liabilities	\$235.56	\$243.07
Total for Other Current Liabilities	\$103,899.99	\$65,810.77
Total for Current Liabilities	\$103,899.99	\$70,922.95
Long-term Liabilities		
201 Long-Term Lease Liability	55,200.00	60,054.00

No assurance is provided on these financial statements. Substantially all disclosures ordinarily included in financial statements prepared in accordance with the cash basis of accounting are not included.

	TOTAL	
	As of Jul 31, 2026	As of Jul 31, 2025 (PY)
Total for Long-term Liabilities	\$55,200.00	\$60,054.00
Total for Liabilities	\$159,099.99	\$130,976.95
Equity		
290 Fund Balance	1,011,801.16	1,011,801.16
32000 Unrestricted Net Assets	-99,316.05	8,533.53
Net Income	-49,285.32	-129,547.25
Total for Equity	\$863,199.79	\$890,787.44
Total for Liabilities and Equity	\$1,022,299.78	\$1,021,764.39

Lodging Tax Revenue Received 2016- 2026														
This reflects the ACTUAL MONTH RECEIVED - CASH BASIS														
	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2026 Change		
January	83,922.60	68,837.45	70,452.47	77,919.95	87,658.08	66,730.82	105,998.72	43,913.79	74,583.56	119,458.39	106,300.25	(13,158.14)		
February	57,003.42	55,985.59	65,454.42	65,077.18	72,100.55	57,811.08	74,835.54	167,214.12	120,286.25	76,962.35	84,932.63	7,970.28		
March	56,433.17	62,015.27	63,139.50	65,839.16	69,471.98	45,066.37	71,852.66	67,638.70	89,230.85	91,785.08	89,587.00	(2,198.08)		
April	70,990.50	75,843.67	64,852.20	77,755.71	63,506.82	87,774.07	108,342.13	127,028.13	70,954.23	88,139.41	94,767.04	6,627.63		
May	79,148.51	73,261.67	82,132.79	91,379.88	41,174.27	86,688.10	108,965.05	102,370.22	108,686.96	98,694.40	109,614.59	10,920.19		
June	86,386.23	86,997.98	94,991.50	97,919.16	41,203.00	110,544.18	124,435.54	124,391.60	159,829.55	109,542.10	118,597.48	9,055.38		
July	108,095.75	103,935.74	127,296.55	106,702.85	39,839.02	117,559.56	126,309.02	162,924.95	136,707.82	128,355.38	128,873.37	517.99		
August	105,121.32	103,712.96	107,924.58	129,609.50	73,916.46	124,111.32	96,731.54	140,562.30	141,170.18	172,113.26	172,665.80	(552.54)		
September	106,954.09	109,878.67	124,891.18	121,973.79	80,875.87	105,252.19	174,819.27	148,962.53	146,823.66	121,935.51				
October	100,509.04	96,044.50	105,131.29	108,135.15	83,538.20	144,818.65	128,824.51	123,801.64	126,479.02	130,659.53				
November	83,015.59	89,890.65	100,460.95	97,600.47	72,028.65	94,116.35	124,567.22	113,054.85	130,385.39	144,859.16				
December	93,983.13	100,143.98	102,655.62	98,368.15	70,517.53	130,778.88	124,567.22	136,544.03	121,514.71	126,115.61				
ANNUAL TOT	\$ 1,031,564.35	\$ 1,026,548.03	\$ 1,109,383.05	\$ 1,138,280.95	\$ 795,830.33	\$ 1,171,251.57	\$ 1,370,248.42	\$ 1,458,406.86	\$ 1,426,652.18	\$ 1,408,620.18	\$ 905,338.16	19,162.71		
12 mnths 2018		1,109,383.05	12 mnths 2019	1,138,280.95	12 mnths 2020	795,830.33						109,614.59		
12 mnths 2017		1,026,548.03	12 mnths 2018	1,109,383.05	12 mnths 2019	1,138,280.95						98,694.40		
Increase \$\$		82,835.02	Increase \$\$	28,897.90	Decrease \$\$	(342,450.62)						10,920.19		
Increase %		8.07%	Increase %	2.60%	Decrease %	-30.08%						11.06%		
ANNUAL REVENUES BY YEAR:														
1998	\$ 428,525.61		2007	\$ 815,256.26										
1999	\$ 437,556.58		2008	\$ 779,803.23										
2000	\$ 479,162.63		2009	\$ 751,738.79										
2001	\$ 485,569.66		2010	\$ 815,485.70										
2002	\$ 502,110.33		2011	\$ 854,416.73										
2003	\$ 463,220.59		2012	\$ 957,010.93										
2004	\$ 580,730.84		2013	\$ 925,668.36										
2005	\$ 661,866.93		2014	\$ 994,671.58										
2006	\$ 765,219.60		2015	\$ 1,021,403.69										

Washington County, Maryland Convention & Visitors Bureau, Inc.
Accountants Report/Discussion Points - Executive Board
July 31, 2026

	Jul-26 Year To Date	Jul-25 Prior YTD	Year to Year Variance	Current Year Budget	Jul-26 YTD Variance To Budget
1) REVENUE:					
Lodging Tax Revenue	799,037.93	765,591.98	33,445.95	770,000.00	29,037.93
Grants	4,000.00	24,980.00	(20,980.00)	137,209.00	(133,209.00)
Washington County Grant			-	-	-
USA Cycling			-	-	-
Memberships	53,138.16	49,771.50	3,366.66	48,100.00	5,038.16
Member Activities	2,071.00	170.00	1,901.00	1,500.00	571.00
Visitor Guide	42,876.18	48,298.00	(5,421.82)	43,800.00	(923.82)
Publication Advertising			-	-	-
Advertising Co-ops			-	-	-
Vacation Value Pass			-	-	-
Gift Shop Sales			-	-	-
Sponsorships			-	-	-
Miscellaneous Revenue		96,413.82	(96,413.82)	-	-
Ticket Sale Commissions			-	-	-
Illuminations			-	-	-
Interest Income	13,911.54	32,482.55	(18,571.01)	4,900.00	9,011.54
Loss on disposal of assets			-	-	-
TOTAL REVENUE	915,034.81	1,017,707.85	(102,673.04)	1,005,509.00	(90,474.19)
Total Administrative Expense	398,393.95	386,743.62	11,650.33	408,852.69	(10,458.74)
Total Operating Expense	108,555.10	92,898.76	15,656.34	90,456.00	18,099.10
Promotional Programs:					
Advertising	209,587.40	284,847.38	(75,259.98)	278,250.00	(68,662.60)
Sales	45,260.69	52,508.21	(7,247.52)	49,150.00	(3,889.31)
Public Relations	32,939.94	30,181.42	2,758.52	25,410.00	7,529.94
Publications	29,400.63	40,967.07	(11,566.44)	49,991.69	(20,591.06)
Product Development			-	2,041.69	(2,041.69)
Member Relations	12,802.52	13,553.36	(750.84)	8,458.31	4,344.21
Other Promotional Programs	127,379.90	245,555.28	(118,175.38)	93,154.48	34,225.42
Total Promotional Programs	457,371.08	667,612.72	(210,241.64)	506,456.17	(49,085.09)
TOTAL EXPENSES	964,320.13	1,147,255.10	(182,934.97)	1,005,764.86	(41,444.73)
NET SURPLUS (DEFICIT)	(49,285.32)	(129,547.25)	80,261.93	(255.86)	(49,029.46)
Expenses grouped by functional category:					
Program Services	769,107.09	957,750.73	- This Assumes that 51% of Administrative Expense is allocated to Program Services.		
Management & General	195,213.04	189,504.37			
	<u>964,320.13</u>	<u>1,147,255.10</u>			
Program Service % age	80%	83%			

NEW MEMBERS
Hen & Hound Farm Brewery Kevin Spillman 301-712-6804 23433 Ringgold Pike Smithsburg, MD 21783 www.hendandhoundbrewery.com
Maryland Area Roller Sports Kateri Christie 14265 Mercersburg Rd. Greencastle, PA 17225 301-524-2413 www.marsjuniorrollerderby.com
Hub City Vineyard Church Tracy Whetzel 301-582-3344 17805 Oak Ridge Drive Hagerstown, MD 21740 www.hcv.church
C&O Coffee Collective Amber Torres 12610 St. Paul Rd., Suite C Clear Spring, MD 21722 727-492-1018
Timber Valley Farm Barn Rental Tom Grosh 12731 Big Pool Rd. Clear Spring, MD 21722 301-573-0948 www.timbervalleyfarmbarnrental.com
Messy Jessy's Jake Blackmon 240-344-1831 25 W. Church Street Hagerstown, MD 21740 www.hubcitybrewery.com/food
Black Bear Brew (inside Wilson Old Country Store) Penny Hose 14921 Rufus Wilson Rd. Clear Spring, MD 21722 301-582-4718

Certified Destination Ambassador Program Update (August 20, 2026)

Participating/Completion: As of August 15, 2026

- Actively Enrolled - 38
- Fully Certified - 13
- 75 In the queue need to login and begin
 - 1st Person to Fully Complete – Breakfast Manager at SpringHill Suites and Director of Wash Co Arts Council
- Makeup of participants museums, wineries, hotels, Maryland State Welcome Centers

Upcoming Presentations

- MD Outdoor Recreation Summit
- Your Next Customer (Chamber of Commerce)

Partnerships

- Hagerstown City Parks & Recreation – one day in person session
- Washington County Public Schools – 25 senior students completing program will take program during class time and a Fam tour will fulfill visit requirements. I will work with students over a one class session to plan an itinerary.
- HCC – creating a digital badge for the CDA program. *What is a digital badge? A verified, tamper-proof online credential representing a specific skill, micro-certification, or professional achievement. Unlike static text on a resume, it contains embedded metadata that allows employers to instantly click, view exact learning criteria, and verify your authenticity. Often used for LinkedIn profiles, digital resumes and portfolios, email signatures*

A few comments from participant survey respondents.....

- *I loved that I could complete it at my own pace, had access to all the related web sites and informational sites and that it was all inclusive of what Washington County has to offer!*
- *All the information for every municipality! A treasure trove of events and spots to do things in Washington County.*
- *The transition between information wasn't ideal. There should be a way to pause between screens/graphics/buttons/choices. It would just continue reading. Also, if the information is for a certain button/timeline item, it should wait to read that part until clicked.*
- *I value the fact that a program like this exists. I love the place that I come from for so many reasons - the history, the natural landscape, the small towns - which were encapsulated well. I look forward to being able to share this credential with the visitors I serve. I also look forward to continued learning and networking opportunities.*



The graphic features a scenic background of a stone archway and a person walking. It includes logos for 'ONLINE CERTIFICATION', 'WASHINGTON COUNTY CERTIFIED DESTINATION AMBASSADOR', and 'HAGERSTOWN COMMUNITY COLLEGE'. Text at the bottom states: 'HCC in partnership with Visit Hagerstown - Washington County CVB'. Below this, a description reads: 'Designed for local employees or volunteers who serve residents and visitors in Washington County, MD. Discover Washington County's history, special events, and top attractions. Learn helpful tips for delivering exceptional customer service and develop resources for future reference.' A green box lists benefits: 'Four, 60-minute, online training modules', 'Earn a certificate and receive an official pin', and 'Gain access to exclusive discounts, networking events, and job/volunteer opportunities in WashCo'. At the bottom, it says 'Member businesses and organizations of Hagerstown & Washington County CVB enjoy special pricing.' and provides the URL 'HAGERSTOWNCC.EDU/MDSPITALITY-RECREATION-CERTIFICATION-COURSES'.

ONLINE CERTIFICATION

WASHINGTON COUNTY CERTIFIED DESTINATION AMBASSADOR

HCC in partnership with Visit Hagerstown - Washington County CVB

Designed for local employees or volunteers who serve residents and visitors in Washington County, MD. Discover Washington County's history, special events, and top attractions. Learn helpful tips for delivering exceptional customer service and develop resources for future reference.

- Four, 60-minute, online training modules
- Earn a certificate and receive an official pin
- Gain access to exclusive discounts, networking events, and job/volunteer opportunities in WashCo

Member businesses and organizations of Hagerstown & Washington County CVB enjoy special pricing.

HAGERSTOWNCC.EDU/MDSPITALITY-RECREATION-CERTIFICATION-COURSES